C✹MPASS Portal Access

Frequently Asked Questions *for Enforcement*

COMPASS is an FMCSA-wide initiative that is focused on leveraging new technology to transform the way FMCSA does business.

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1. What is the FMCSA Portal and what will it offer?

The FMCSA Portal is the new gateway developed by the COMPASS program as the vehicle for delivering the Agency's online services.

The FMCSA Portal will debut with the Portal Access release, which will provide:

- Functionality for assigning Compliance Reviews and Safety Audits for FMCSA's Federal Program Managers and other members of the enforcement community who make these assignments.

- Companies with secure and enhanced access to their own safety data with individual accounts for users and the ability to authorize additional users for access to company safety data.

- Members of the enforcement community with seamless access to MCMIS (the Motor Carrier Management Information System), EMIS (Enforcement Management Information System), L&I (Licensing and Insurance), and DataQs through a single user ID and password.

Note: All users of MCMIS, EMIS, L&I, and DataQs will need to re-register to retain their access to these systems through the FMCSA Portal.

2. How will registration for the FMCSA Portal and re-registration for MCMIS, EMIS, L&I, and DataQs work?

In addition to registering for the FMCSA Portal, all users will be asked to re-register to retain their access to MCMIS, EMIS, L&I, and DataQs. Users must re-register through the FMCSA Portal.

Members of the enforcement community are asked to select the systems they wish to access and the roles they wish to have within each system. Requests are routed by the FMCSA Portal to local staff members called "Organization Coordinators," who evaluate and approve registration and access requests from within their own organizations.

Approved users will be able to access those roles and services for which they have been authorized. If you have been refused access to any roles and services you selected, you are requested to first seek resolution through your local supervisor, though if necessary, you may submit a challenge to the FMCSA Chief Accounts Officer, Vivian Oliver.

3. How will Portal Access affect Federal and state staff who assign Safety Audits and Compliance Reviews?

Staff and contractors who make or oversee assignments of Reviews and Safety Audits will see additional functionality that streamlines and automates much of the process for selecting carriers for assignment. Users with assignment roles will be given access to interactive training on the new functionality. See question 14 for more information on training.

4. What will Portal Access change for Federal Safety Investigators and state partners who conduct investigations and inspections?

Members of the enforcement community will have seamless, online access to MCMIS, EMIS, L&I, and DataQs through a single user ID and password, accessible through any Internet connection.

5. What will the impact of Portal Access be for Transportation Assistants and other Federal users?

As Transportation Assistants and other Federal users are frequently asked about company information and records, the Portal Access release will provide all Federal users with access to the same company data that each company will have access to, in the same on-screen format.

6. What will companies be able to access through the FMCSA Portal?

The FMCSA Portal will provide companies with access to information about their own safety records drawn from different sources, and made available through a single system interface. Company users will no longer have to access multiple systems to obtain this data.

Available information includes inspection and crash data, review and enforcement case data, records of letters sent by FMCSA, and company safety profiles. The FMCSA Portal will also allow companies to designate other authorized users (such as process agents and insurers) to have online access to their company safety data and will provide individual accounts for all users.

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7. Will the new FMCSA Portal let me work with more than one system at a time?

For those using the FMCSA Portal to access MCMIS, EMIS, L&I, and/or DataQs, it is now possible to have seamless, simultaneous activity on up to four of the systems. Access to additional systems through the FMCSA Portal will become available as part of the Single Sign-On release later this year.

8. Will I need to use services such as VPN, UAS, or AAMVANet to access the FMCSA Portal?

Access to the FMCSA Portal and to MCMIS, EMIS, L&I, and DataQs through the FMCSA Portal is available through any live Internet connection. Access to other FMCSA systems will continue to be available as before through existing connections.

9. Will there be changes made to existing FMCSA systems?

No. The systems and their underlying data remain unchanged for the Portal Access release.

10. What do I do if I lose my password or user ID?

The FMCSA Portal will allow users to change their passwords at any time by clicking the "Reset your password" link and following the directions provided. Users may also reset lost or forgotten passwords by responding correctly to a series of pre-set security questions.

If you have lost your user ID, you will need to contact your local Organization Coordinator or contact FMCSA Technical Support at 1 (617) 494-3003.

11. Do passwords and accounts expire?

Passwords expire every 90 days, and users will be notified by the FMCSA Portal when their passwords need to be changed. While user accounts do not automatically expire, they will become locked after 90 days of non-use. Locked accounts will require an answer to a pre-set security question to be unlocked.

In addition, an annual account validation survey will be conducted and may lead to the removal of inactive accounts.

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12. Can I use an e-Authentication credential?

If you have an existing e-Authentication credential from Employee Express or Operational Research Consultants, Inc., you may opt to use your credential instead of a new user ID and password. Follow the on-screen information for more details. Credentials from additional public and private providers may be allowed for use in future releases. For general information about e-Authentication, please visit http://www.cio.gov/eauthentication/.

13. Which Web browsers will the FMCSA Portal work with?

The FMCSA Portal will work with Microsoft Internet Explorer 6 and 7, and Mozilla Firefox 1.5 and 2. Both the Microsoft Internet Explorer and Mozilla Firefox browsers can be used with Windows; Mozilla Firefox can also be used with Macintosh.

14. What kind of training, help, and support is available for users of the FMCSA Portal?

Organization Coordinators and enforcement users with administrative rights or assignment roles will be contacted for interactive training opportunities in May 2007.

Other enforcement users and company users will have access to online, self-paced training modules that will be available through a link from the FMCSA Portal Log-In page and from the online Account Request Form. Training modules will cover a variety of different features and sample scenarios.

In addition to the training materials, extensive online help service will also be provided through a "Help" tab on each page of the FMCSA Portal. Help topics will be searchable through an online table of contents, and telephone help will continue to be provided through FMCSA Technical Support at 1 (617) 494-3003.

15. Can I download data from the FMCSA Portal?

There is some data that can be downloaded from the FMCSA Portal if a user has the necessary access rights (for example, a holder of a USDOT Number has access rights to data connected with that number, and those with assignment responsibilities can download data relating to assignments.)

Downloaded data cannot be modified and uploaded, but can be manipulated privately in an Excel spreadsheet or by other means.

16. Can I continue to use MCMIS, EMIS, L&I, and DataQs without accessing them through the FMCSA Portal and for how long?

There will be a limited period of time where users who have yet to re-register through the FMCSA Portal can continue using MCMIS, EMIS, L&I, and DataQs through their pre-existing interface. Users will be notified about that time period once the Portal is launched.

At the completion of that period, users who seek access to any of those four systems will be automatically directed to re-register through the FMCSA Portal.

17. How can I provide feedback about the FMCSA Portal?

Users can provide feedback through several means: a customer satisfaction survey that will be made available to users every 90 days, a feedback box where users can contribute unprompted feedback, or through the compass@dot.gov mailbox. FMCSA IT staff will regularly monitor the contents of the feedback box, the mailbox, and the survey results.